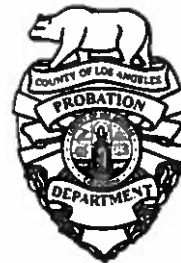




COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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(562) 940-2501



MARGARITA E. PEREZ
Acting Chief Probation Officer

January 6, 2016

TO: Each Supervisor

FROM: Margarita E. Perez, *MR*
Acting Chief Probation Officer

SUBJECT: **NOTIFICATION OF INTENT TO NEGOTIATE SOLE SOURCE
CONTRACT AMENDMENT TO CONTRACT NUMBER 78146 WITH
HEALTHRIGHT 360 FOR COMPREHENSIVE SERVICES TO THE
ASSEMBLY BILL (AB) 109 POPULATION**

In accordance with your Board's motion on March 2, 1999, I am informing you of our intent to negotiate a sole source contract amendment to contract number 78146 with HealthRight 360 (HR360) for comprehensive services to the AB 109 population.

At the January 27, 2015 Board hearing, the Board requested that the Chief Probation Officer report back to the Board with a proposal that would enable Probation to enhance its existing job placement statistics for the AB 109 population. On April 14, 2015, the Department submitted to the Board an evaluation of the AB109 Employment Services Program with an action plan for improvements. One of the proposed improvements was a redesign of the program to increase program effectiveness and reporting ability.

This proposed amendment will provide the Department the opportunity to immediately improve program outcomes while staff develop a new Request for Proposal. In addition to the modifications to improve the Employment Services Program, changes are also necessary to provide housing to medically fragile supervised persons. The proposed amendment adds the following components into the existing Comprehensive Services contract: employment case management, job developers, job retention services, participant incentives, job readiness workshops pre-and post-tests, and an improved job placement component.

Employment Case Management

The existing contract provides case management services for housing participants only. The addition of case management services to the employment program would increase client motivation and participation. The support provided by Employment Case Managers will assist clients in overcoming barriers to employment and effective strategies to address them.

Case managers would be responsible for managing the client's case during all phases of the employment program – assessment, job readiness workshops, job placement, and aftercare services. The proposed fee for employment case management is the same as housing case management.

Job Developers

This component does not exist in the current contract. Job developers would be responsible for developing, coordinating, and securing employment opportunities for program participants by building sustainable relationships with potential employers through a range of outreach and marketing initiatives. In addition, job developers would be responsible for providing the Employment Case Managers with information about prospective employers. The proposed fee for job developers is similar to housing case managers. The skill set and background required for job developers is different than it is for case managers hence the reason for a separate function, title, and fee.

Employment Retention Services

This component does not exist in the current contract and may be a contributing factor as to why current job retention rates are low. Employment retention services are intended to provide follow-up support to participants that obtain employment. The job retention service would be provided by the Employment Case Manager for up to six months after the client is employed. This service would assist participants in overcoming barriers to continued employment and start the participant on the path towards careers. The proposed employment retention service also facilitates the reporting of jobs acquired whether the participant acquired the job on their own or as a result of a job placement.

Participant Incentives

This component does not exist in the current contract and may be a contributing factor as to low job retention rates. Under the current contract, once a participant completes the job readiness workshops and/or obtains employment, his/her participation in the program ends. The provision of incentives would encourage participants to not only complete the service but also retain employment and report employment data even after the service has ended. The use of incentives is a recognized practice in the social science field to nurture positive behavior change and encourage former clients or survey respondents to provide needed information.

Job Readiness Workshops Pre-And Post-Tests

This component does not exist in the current contract. A majority of the Employment Services Program fees comes from the costs of the job readiness workshops. The use of a pre-test and post-test would enable the Department to measure the effectiveness of the job readiness workshops. Without a measurement of the effectiveness of the workshops it is impossible to know if the workshops actually assist participants in improving their job outcomes.

Job Readiness Workshops Fee Change

The proposed amendment changes the fee structure for the job readiness workshops. Previous services were charged on a per participant basis. However, the current contract fee charges on a per workshop fee with a minimum of three participants which has resulted in an inability of additional employment service subcontractors to provide the service. The change in the fee structure ensures that a variety of subcontractors will be willing to provide the service considering the additional requirements discussed above (pre-and post-tests).

Direct and Indirect Job Placements

The current contract tracks and pays the contractor for "direct placements" only. Direct placements occur when the participant obtains employment as a result of the contractor having direct contact with the hiring manager prior to the participant being hired. However, the procurement of a job through a direct job placement is just one outcome and measurement of effectiveness. Participants can and do acquire employment as the result of job leads provided through the contractor or subcontractor (indirect job placement) and/or on their own. However, this information is not recorded, tracked, and reported by the contractor as it is not a requirement as a component of the current contract. The proposed modification defines "in-direct job placements", allows for reimbursement for the service at half the fee of the direct placement and requires the contractor to track and collect data on all types of employment acquisition.

Medical Housing

Providing medical housing to supervised persons has proven to be more challenging than previously planned. Medical housing services are intended to provide a stop-gap service until the supervised person is approved for public benefits. The subcontractor who was providing medical housing services is no longer available to provide the service and the existing approved rates are not competitive with existing market rates. This situation has resulted in the inability to place homeless supervised persons into Skilled Nursing and Board & Care housing.

Following Board approval, HR360 will provide the services under a proposed 12-month contract. To this end, and pursuant to the Board's March 2, 1999 motion, we will proceed with negotiating the sole source contract with HR360 within four (4) weeks, unless otherwise instructed by your Board. Please contact Mr. Reaver Bingham at (562) 940-2513 if you have any questions regarding this proposed contract.

MEP:TH:ds

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors